

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SPECIALIZED CHILDREN AND YOUTH SERVICES BUREAU – SA 6 ADMINISTRATION
SA 6 QUALITY IMPROVEMENT COMMITTEE MEETING MINUTES
FEBRUARY 24, 2011**

Attendees:

<i>Meeting</i>	SA 6 Quality Improvement Committee	<i>Date</i>	February 24, 2011
<i>Location</i>	West Central Family Mental Health Services 3751 Stocker Street, Los Angeles, CA 90008	<i>Start Time</i>	9:00 a.m.
<i>Chair</i>	Kimberly Spears, Chairperson Erica Melbourne, PsyD, Co-Chair	<i>End Time</i>	11:00 a.m.

Members Present: Marilyn Campbell, Kedren; Rosary Woods, Kedren; Brearley Khan, Drew CDC; Donna Roque, Drew CDC; Celen Emeruwa, WLCAC; Liz Echeverria, SCHARP; Carmen Haley, Alafia; Suzanne Waverek, Stars BHG; Aimee Cuellar, PIC; Lisa Harvey, Hollygrove; Ashlei Sullivan, LACGC; Nissa Madyun WCFMHC; DeAnn Slaise, SCHARP/Oasis; Julie Elder, SCHARP; Vynette Moore, Shields for Families; Cathi Collins, Counseling 4 Kids; Mimi Nguyen, AP Residential; Rosa Maria Kolts, Crittenton Services; Derrell Tidwell, St. Francis; Jennifer Calmelat, Tessie Cleveland; Windy Gaston, SSG; Nicole Salazar, Exodus Recovery; Ahmad Kausar, SFCP; Ginger Wilkerson, The Children Ins.; Kimberly Spears, DMH SA6 Adm.; Anthony Cooksie SA6 Adm.; Dr. Erica Melbourne, LA Child Guidance

<i>Agenda Item/Presenter</i>	<i>Discussion/Findings</i>	<i>Decisions/Recommendations/Actions Scheduled Tasks</i>	<i>Person Responsible/Due Date</i>
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		Kimberly Spears, Chair
Review of Minutes- November 15, 2010	The minutes for November 15, 2010 were not approved as read.		SA 6 Membership
Implementation of QA/QI	Dr. Vandana Joshi QI Population Data and Disparities	Dr. Joshi reviewed Part 1 of the Countywide demographic data. Reviewed how SA 6 compares to other service areas (understanding of data, SA demographic information and consumer perception survey). SA 6 membership was asked to send feedback to Dr. Joshi – identify our SA priorities and determine quality improvement goals. Data may be helpful in determining performance improvement projects.	

<p>Quality Improvement - Kimberly Spears & Dr. Erica Melbourne</p>	<p>Ms. Spears discussed and distributed information on the following topics:</p> <p>Service Area Contact Sheet</p> <p>Cultural Competency Committee</p> <p>Standards for Security Guard and Receptionist Training of Security Guards.</p> <p>EQRO</p> <p>PEI EBP/SS- Douglas Ware – contact person</p>	<p>Providers were asked to update their SA Contact Sheets.</p> <p>The committee is in the process of developing the e-news Project - Every 3 months. Common definitions, etc will be included. A logo has been created and will be shared later.</p> <p>Training of the security guards shall focus on ensuring warm and welcoming environment. The training will be similar to that of the Sheriff's Dept. There were some images in the video that were not culturally sensitive toward individuals with mental health diagnosis. Need to add non-crisis training and customer service training – “what does it mean to be customer friendly?”</p> <p>Plan to come again in April. Specifically to SA6 due to concerns that were raised during various focus groups. Plan to review the following - accessibility, timeliness, entrance into our system, time from initial contact to first appointment, are clinic's warm and welcoming. Post hospitalization plan, disposition and follow-up. Frequency of services and QA/QI standards set by each agency. QA staff will be asked to complete test call questionnaires.</p> <p>Mr. Ware is available to provide assistance with monitoring and etc. Plan to have PEI claiming video in the near future. No new info re: PEI CORS training for SA6 – potential location – Augustus Hawkins.</p>	
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